

My name is David Purk and I live in Ohio. On Oct. 22, 2002, I was contacted, via a prerecorded message , by Mortgage Services Network. When I called the 1-800 number supplied by the message to have my number removed from their call list, I was told a lie as to the location of Mortgage Services Network by a person identifying herself only as Gloria. After a few more calls, I was told that the company's true address was 13681 Newport Ave. Tustin, CA 92780 suite B276 and that their home office phone was 1-800-499-7133. I later realized that this 800 number was the same as the first one. I emailed the chamber of commerce in Tustin, CA asking about this company and the address, this is the reply email:

Hello, David! We have no information on such a company, nor do we know where their actual physical location might be. I tried a search though the local Better Business Bureau ([www.bbbssouthland.org/howtoreport.html](http://www.bbbssouthland.org/howtoreport.html)) and found nothing there also. What I can tell you, however, is that address is the location of a Private Mailbox (PMB) Service and is not the physical location of any company other than that service. In any case, I think the suite number is probably 8276, 8-276 or something like that. The PMB service is a very reputable shipping and packing franchise, but they have no control whatsoever of who rents mailboxes there; in fact, they are prohibited by federal law from discriminating against any customer, unless it is known (i.e., proven in a court of law) that the person or business entity is operating an illegal business.

I hope this helps you.

Sincerely,

Mike Conley, Executive Director  
Tustin Chamber of Commerce  
399 El Camino Real  
Tustin CA 92780  
714-544-5341 fax 714-544-2083  
[www.tustinchamber.org](http://www.tustinchamber.org)  
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When I call MSW back to talk to a customer service rep so that I can request a copy of their no-call-back policy, they transfer me to a company called Fax.com who acts as though they know nothing about Mortgage Services Network. Can you direct me to someone or someplace that can help me with this catch-22 system? Any help would be greatly appreciated.

Dave

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